

# Catherine Duple

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## EDUCATION

### North Carolina State University, Poole College of Management

*Bachelor of Science in Business Administration—GPA 3.26*

**Raleigh, NC**

*Expected May 2019*

- Human Resources Concentration | Interpersonal Communication Focus
- Global Perspectives Certificate and BB&T Emerging Leaders Certificate

## EXPERIENCE

### Set and Service Resources (SASR)

**Raleigh, NC**

*HR Administrator*

*January 2019-Present*

- Collaborate with the Employee Relations Specialist, Workers Compensation Specialist, and Benefits Specialist to handle all related projects and issues
- Conduct payroll cross-training to other departments within the company
- Continue all responsibilities from previous position

*HR Intern*

*August 2018-January 2019*

- Assist in running SASR's weekly payroll for over 500,000 external representatives nationwide
- Communicate with our HCM provider, Ceridian, to ensure that withholding and unemployment insurance tax accounts in all 50 states and in over 500 counties continue to stay in good standing
- Monitor escalated payroll tickets in Zendesk support application, solving 15-40 tickets per week
- Approve external representative timesheets, direct deposit authorizations, and client verifications
- Plan companywide events and activities to boost employee morale and productivity

*Talent Acquisition/Client Services Intern*

*April 2017-June 2018*

- Managed all 9 Dollar General Merchandiser long-term weekly projects
- Reduced support team's response time from 72 hours to under 24 hours and increased response accuracy by creating and redesigning macros/articles in Zendesk support application
- Worked with a team of corporate officers to re-register SaSR's withholding and unemployment insurance tax accounts in all 50 states and over 500 counties to aid in conversion process from a PEO to in house payroll
- Collaborated with recruiting and scheduling teams to implement a new scheduling algorithm which improves fill rates and helps select best candidates
- Sourced various markets for our nationwide, temporary merchandising jobs
- Created and scheduled jobs within the myhireflex system by communicating with clients and schedulers
- Assisted representatives with training and on-boarding
- Reserved lodging accommodations for 90-110 representatives per week through our corporate lodging provider

### Docendo Extraescolares

**Valencia, Spain**

*Human Resources Intern*

*June 2018-August 2018*

- Determined staffing need for English teachers in 16 various locations throughout Spain
- Created job descriptions for open positions
- Managed all external job postings through candidate application websites such as CornerJob and Indeed
- Developed organization process to filter through applicant resumes to ensure they met job qualifications
- Scheduled and conducted phone and in-person interviews for 94 candidates
- Extended job offer to 63 candidates
- Created comprehensive and in-depth recruiting guide to pass down to the next HR intern

### The Hope Center at Pullen

**Raleigh, NC**

*Program Coordinator Summer Intern*

*April 2017-August 2017*

### 1887 Bistro, NC State University

**Raleigh, NC**

*Server Supervisor*

*January 2017- April 2017*

*Server*

*December 2015-January 2017*

## LEADERSHIP AND VOLUNTEER ACTIVITIES

NCSU Student Ambassador

*October 2016-Present*

NCSU SHRM Vice President of Professional Development

*December 2017-Present*

IVHQ Volunteer- Mission trip to Arusha, Tanzania

*December 2017*

Director of Programing for Alpha Kappa Chapter of Chi Omega

*August 2016-January 2017*

Director of Programming for Owen Residence Hall

*October 2015-May 2016*